

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Food Service Worker

Class Code: 70112

A. Purpose:

Cleans kitchen and dining room areas, washes dishes, operates a cash register, prepares simple food items, and sets up and serves regular or modified diet trays to provide meals to customers.

B. Distinguishing Feature:

Food Service Worker assists in all routine phases of the food service operation, such as cleaning tables, cashiering, and simple grillwork; so cooks can perform more complex cooking tasks.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

1. Cleans and sets up serving line and dining area to provide customers with a clean and organized dining area.
 - a. Maintains the supply of food on the line while serving.
 - b. Dishes or serves food to customers to provide for their proper nutrition.
 - c. May assign trayline positions and train persons assigned.
 - d. Wraps bread, cups butter and peanut butter, makes juice, pours coffee, and prepares for meal service.
2. Assists in simple food preparation such as peeling potatoes, grillwork, and making toast to help the kitchen staff meet deadlines.
3. Clears tables, scrapes and stacks dishes, and operates dishwasher to provide clean and sanitary dishes, utensils, and pots and pans.
 - a. Cleans and resets tables.
 - b. Returns washed dishes, utensils, and pots and pans to the proper storage area.
 - c. Refills and cleans dispensers and containers.
4. Cleans appliances, work area, serving areas, and empties garbage to provide sanitary food preparation and consumption areas.
5. Keeps a simple record such as food temperature, amount of leftovers, and name and diet cards to provide accountability and control of the food prepared.
6. Operates cash register to collect money and make change for customers.
7. Performs other work as assigned.

D. Reporting Relationships:

Typically no subordinates report to this incumbent, but this incumbent may provide work direction to coworkers.

E. Challenges and Problems:

Challenges include maintaining the supply of food while large numbers of people go through the line and making sure the diets are served correctly when setting up diet trays.

Problems include when cooking staff is using pots and pans faster than the incumbent can clean them and in assigning and training staff to trayline positions that they are capable of handling.

F. Decision-making Authority:

Decisions include prioritizing work so that the most important of the assigned duties are accomplished first.

Decisions referred include scheduling and disciplinary actions.

G. Contact with Others:

Daily contact with employees and customers to serve them meals and with store clerks to receive supplies.

H. Working Conditions:

The incumbent often works in a hot, stuffy environment, and lifting hot pots and pans and other heavy objects. The position requires standing for extended periods of time, often on wet, slippery floors in a noisy environment.

I. Knowledge, Skills and Abilities:

Knowledge of:

- sanitation procedures;
- basic food preparation;
- simple record keeping.

Skill to:

- operate various kitchen appliances and utensils.

Ability to:

- organize workload effectively;
- direct the activities of coworkers when assigned.